



## Getting to Know You Call Log Cheat Sheet

As the first point of contact for future residents, the front desk team plays an essential role in representing the warmth and professionalism New Pond Village is known for.

Thank you for honoring your part.

### Who they are **INQUIRING FOR:**

- Self
- Parent
- Spouse
- Friend

### **CARE TYPE** options:

- IL (Independent Living)
- AL (Assisted Living)
- MC (Memory Care)

### **HOW DID THEY HEAR** about New Pond Village?

- New Pond Village Website
- Current Resident Referral
- Friend of Family Recommendation
- Professional Referral
- Social Media
- Online Director
- Newspaper/Magazine
- Direct Mail
- TV/Radio
- Drive By/Local
- Other
- Don't Know

### **SUMMARY** of their inquiry:

- Tour request
- Pricing
- General Information
- Include other details  
– *where they live now, age, health conditions, etc.*



**People will forget what you said, people will forget what you did, but people will never forget how you made them feel.**

*-Maya Angelou*